



PART I GENERAL TERMS AND CONDITIONS

Definitions

K.I.T. Group GmbH is a Professional Congress Organizer (PCO) and is providing registration services for the 12th Congress of the European Pain Federation EFIC from 27 – 30 April 2022 taking place in Dublin, Ireland and at the same time virtually on a Digital Event Platform. The PCO leads the registration services and is hereinafter referred to as “K.I.T. Group”.

The European Pain Federation EFIC is an international non-profit, scientific organisation and is the organiser of the Congress (hereinafter referred to as “EFIC”).

Registration Secretariat

K.I.T Group acts as the Registration and Organising Secretariat for the Congress. Staff and technical infrastructure for registration purposes are provided by K.I.T. Group.

General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registering and registered for the **12th Congress of the European Pain Federation EFIC** (hereinafter referred to as “the Congress”). Any registered person (e.g. Delegate, Student, Allied Healthcare Professional, Media representative, Speaker or Exhibitor) is considered an attendee.

Registration Deadlines

The registration deadlines are as follows:

PHYSICAL attendance

Early registration deadline: until **15 February 2022, 24.00 CET**

Standard registration deadline: until **05 April 2022, 24.00 CET**

Late registration: **until 15 April 2022**

After the late registration deadline, registrations are only possible on-site.

ONLINE attendance

Early registration deadline: until **15 February 2022, 24.00 CET**

Standard registration deadline: until **05 April 2022, 24.00 CET**

Late registration: **from 06 April 2022, 00.00CET until end of Congress**

Group Booking Deadline (10 or more delegates): **14 April 2022, 24.00 CET**



Congress Registration

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form and the payment in full. The registration will only be confirmed upon receipt of payment in full.

If the maximum attendee capacity is reached, EFIC reserves the right to refuse any further registration.

Only registered attendees will be permitted access to the Congress onsite in Dublin and the virtual platform. To be eligible to register for the Congress, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

The registration fee includes access to the Congress onsite (registration made for PHYSICAL attendance) or to the virtual platform and all its content (registration made for VIRTUAL attendance).

PHYSICAL attendance: The registration fee for Attendees includes entry to the opening plenary, all scientific sessions, eligibility to submit a poster for live and online display, satellite symposia, poster and exhibition areas, coffee breaks as per times scheduled in the scientific programme as well as Congress material including certificate of attendance and access to all webcast sessions after the congress for a period of three months.

The exhibitor registration entitles full access to the exhibition area and the exhibitor's own symposium but NOT to any sessions.

VIRTUAL attendance: The registration fee for Attendees includes live broadcast of part of the scientific sessions, access to all webcast sessions during and after the congress for a period of three months, online poster display and engagement with poster presenters, participation in the interactive sessions in the open theatre, access to online exhibition and industry sponsored programme.

The content is available to the attendees starting from 30 April 2022 for a period of 3 months on the Congress virtual platform. The content will thereafter be available to EFIC Academy Members on the EFIC Online Education Platform.

EFIC Academy Member, EFIC Chapter Member and IASP Member

The reduced registration fee for Members will be granted only to Members with an active membership at the point of registration. To register as an EFIC Academy, EFIC Chapter or IASP Member, information regarding your membership will be required upon registration. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.



Allied Health Professional

Allied Health Professional applies to Nurse, Psychologist, Physiotherapist, Dietician, Social Worker, Pharmacist or Trainee, a proof of status is necessary. Please note that the registration category Allied Health Professional is offered by EFIC in order to subsidize the registration cost for delegates working in clinics, caring for patients and those who have limited funding. This registration category is not intended for pharmaceutical employees and physicians, even if they work in one of the fields above. Physicians and commercial company employees should register as full paying attendees. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

Trainees and Students

In order to register as a trainee or student, a supporting letter from your Head of Department at a recognised university or college, or a valid student ID providing proof of full time enrolment at a recognised university or college at the time of registration is necessary. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

Media Registration

There is no registration fee for accredited media representatives. However, to register as a media representative, you must submit a request in writing, stating your assignment or publication, and a copy of your official press card. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

Group Registration

Registrations for more than ten attendees will be handled separately as a group booking. Please contact K.I.T. Group at efic-registration@kit-group.org.

EFIC offers a group discount of 10% for groups above 30 persons.

Only fully completed group registration forms as well as fully completed name lists (including the attendees full name, individual email, and postal address) will be accepted. K.I.T. Group cannot be held responsible for double bookings of an individual attendee or group made by another company or organisation.

Badge pick-up for groups will be available on the day(s) prior to the congress. Groups will



be contacted to arrange individual pick-up appointments in due time. For any other requests or questions, please contact the Pain in Europe XII Congress Secretariat at efic-registration@kit-group.org.

Representatives of Patient Organisations

In order to register as participant from a Patient Organisation, a proof of affiliation to the Patient Organisation will be required for validation of the status (working for a Patient Organisation, either paid or voluntary) at the time of registration. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

Attendee (Low-Middle Income Country)

Reduced registration rates are available to attendees working in countries classified as lower-middle income Economies by the **World Bank** (<https://datahelpdesk.worldbank.org/knowledgebase/articles/906519-world-bank-country-and-lending-groups>).

Proof of your country of residency will be required for validation of the status (e.g. supporting letter from the local company or hospital) at the time of registration. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

Congress Material

If the registration form and full payment are received no later than the standard registration deadline, all Congress material is included in the registration fee (except exhibitors). If the registration form and/or full payment are received after the standard registration deadline, the Congress Secretariat cannot guarantee that all Congress materials will be available. All Congress materials will be handed out on-site at the Congress Material Counter. If there will be congress bags for the Congress (still tbd), virtual and day registrations will not receive one.

Method of Payment

Payment is required at the time of registration. It should be made in EUROS only, using one of the following methods:

1. Credit card (Visa, Master/Eurocard, and American Express): Attendees should complete the relevant section of the registration form.



2. Bank transfer: Payment by bank transfer is only possible until 14 April 2022 and should be made in EUR to:

Account holder: K.I.T. Group GmbH, Association & Congress Management
Bank: Commerzbank Berlin, Kurfuerstendamm 237, 10719 Berlin, Germany
IBAN: DE17 1008 0000 0514 0018 13
BIC / SWIFT: DRESDEFF100
Reference: EFIC 2022, full name, attendee number

Please note that all transfer costs must be prepaid by the transmitter. Cheques will not be accepted.

Letter of Confirmation/Payment Receipt

A letter of confirmation/payment receipt will be sent by email once K.I.T. Group has received the fully completed registration form and the related payment. Attendees must present this confirmation/payment receipt at the registration counter as proof of their registration and payment.

Letter of Invitation

Individuals requiring an official Letter of Invitation can request one during the online registration process or from the Congress Secretariat (efic-registration@kit-group.org). To receive a Letter of Invitation, attendees must first register to the Congress and submit payment in full. Letters of Invitation will not be sent after the standard registration deadline (05 April 2022).

The Letter of Invitation does not financially obligate the Congress organiser or any of their related partners in any way. All expenses incurred in relation to the Congress are the sole responsibility of the attendee.

Visa Requirements

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest Embassy or consulate to determine the appropriate timing of their visa applications.

The organisers will not directly contact Embassies and consulates on behalf of visa applicants.



If a visa application is unsuccessful, but was applied for in due time, the registration fee, minus a handling fee of 30 EUR can be refunded. To receive the refund, the official proof from the Embassy confirming that a visa could not be granted, must be sent to the Congress Secretariat no later than 30 days (27 May 2022) after the Congress.

Certificate of Attendance

All registered delegates will receive a Certificate of Attendance.

Registration Name Change

A handling fee of 30 EUR applies for every name and/or status change to an existing Congress registration. A new registration form for the substitute attendee should NOT be submitted. However, supporting documentation for a reduced registration rate is required if applicable. Name and/or status changes will only be accepted up to 21 April 2022 by email indicating the new and old names as well as the new contact and/or status details (address, email). After that date, all name changes must be carried out on-site.

Change from physical attendance to online attendance or vice versa

If there is a change from physical attendance to online attendance before 15 February 2022, the difference will be refunded.

If there is a change from online to physical attendance the difference between the amount already paid and the then applicable fee will be charged – any early rate registration fee will be valid also after changing. 10 Euro net handling fees will apply for any change.

Registration Cancellation Policy

Attendees can cancel their registration at any time, though the following applies regarding exchanges and refunds:

- Registrations for physical participation can be exchanged for virtual participation or vice versa up until 15 February 2022 with any accompanying difference in fees being settled.
- Participants who cancel their participation in full by 15 February 2022 are entitled to a refund of already paid booking fees; no refunds will be given after this date.



- Exchanges from physical to virtual participation requested after the 15 February do not entail a refund unless force majeure circumstances require EFIC to make a unilateral decision to convert all registrations to virtual attendance.
- Registrations for virtual attendance are ineligible for a refund.
- 10 Euro net handling fees will apply for any cancellation or booking change.

Notification of cancellation and/or exchange must be made in writing and sent to the Congress Secretariat by email at efic-registration@kit-group.org. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

Refund

Refund requests due to over payment or double payment will be processed after the Congress only. They must be made in writing and sent to K.I.T. Group at efic-registration@kit-group.org no later than 30 days after the Congress (24 May 2022). No refund request will be processed after this date. Credit will not be given for unattended events or early termination of attendance.

Modification of the Congress Programme and Disclaimer

EFIC reserves the right to change or adapt the programme at any time before or during the event in terms of content and/or time and/or sequence.

Although every effort will be made to ensure the accuracy of the information presented in the pages of the Congress website, EFIC cannot accept any liability for the accuracy of all the information presented at any given time.

Film, Photo and Video Recordings

The attendee hereby declares their consent for the creation of image, film and audio recordings related to the 12th Congress of the European Pain Federation and that this material can be shared and published within public reporting or used in social networks (Facebook, Twitter, Instagram) about the event without entitlement to remuneration. The attendee explicitly gives their consent for the use of their images captured at the event for publications and communications relating to the event according to the effective law.



Connectivity or technical issues

Attendees acknowledge that it is their responsibility to ensure that they have a secure and stable internet connection, compatible operating system requirements and that their web browser is up to date in order to avoid connectivity or other technical issues when participating in the Congress. EFIC, the Platform Provider (tbd) and K.I.T. Group will use their reasonable best efforts in providing access to the Congress through third party channels. If an attendee encounters connectivity issues due to a weak internet connection, incompatible operating system requirements or inappropriate web browser settings, he or she acknowledges that EFIC is not liable. EFIC will also not be liable in the event of an interruption of connection or connectivity issues due to a case of "Force Majeure" or to any interruption and/or malfunction of connection or any other connectivity issues attributable to the chosen or a third party network operator and/or service provider.

PART II

DATA PROTECTION

Processing of Credit Card Details

Upon registration, you will be asked to complete the online form requesting personal details required to complete your booking (including the sending of a confirmation email of the booking to you).

Should you choose to make the payment for your booking with credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be processed.

All data that are provided following your registration, will be processed in compliance with the applicable data protection legislation and following the privacy policy of EFIC, which can be found [here](#). No credit card details will be stored by EFIC after the period required for the organisation of the Congress.

To protect and safeguard the personal data provided to EFIC and K.I.T. Group, appropriate business systems and procedures have been implemented and are in full operation. For example, credit card information is transmitted through a secure server protocol, which encrypts all personal and credit card details. The encryption method used is the industry standard "Transport Layer Security (TLS)" technology. The TLS certificate for K.I.T. Group and all its subsidiaries has been issued by [utn.usertrust.com](https://www.utn.usertrust.com)

Furthermore, security procedures and technical and physical restrictions for accessing and using personal information have been implemented and are in full operation. Only



authorized personnel is permitted to access personal information for performing their duties in respect of the requested services.

The server and network of K.I.T. Group and all its subsidiaries are protected by firewalls against unauthorized access. Intrusion detection systems that monitor and detect unauthorized attempts to access or misuse our servers are installed and in full operation. Your credit card details will be kept by K.I.T. Group for up to three (3) months after the end of the Congress.

Processing of other Personal Data

The processing (which includes a.o. saving, acquisition, handling data, changes, transmission, blocking and erasing) and utilization of all personal data are executed by EFIC, K.I.T. Group and the Platform Provider (tbd) in line with the European General Data Protection Regulation (Regulation (EU) 2016/679). EFIC is the data controller in this context, and its [privacy policy](#) applies.

K.I.T. Group, as the Registration Secretariat, will process personal data on behalf of EFIC for the purposes of managing registration services. This data will include:

- Names
- Country of residence
- Email address
- Professional title
- Healthcare practice/discipline
- Professional role
- Institution/place of work
- Credit card details (see section above for details)

A virtual platform provider will be commissioned (name of company to follow soon) who will process personal data on behalf of EFIC for the purposes of providing the virtual platform. This data will include:

- Names
- Country of residence
- Email address
- Professional title
- Healthcare practice/discipline
- Professional role
- Institution/place of work
- Credit card details (see section above for details)



The congress secretariat will request direct telephone numbers from all chairs, moderators and speakers needed to reach these persons in case of login problems on the virtual platform for technical test runs and the implementation of the virtual congress.

As part of the registration process, attendees may choose to actively consent to making their personal data, listed above, available to third parties participating in the Congress via online networking activities. Third parties include other attendees and exhibiting organisations such as pharmaceutical and medtech companies. Personal data will not be provided with third parties unless actively consented to by the attendee.

As some Congress exhibitors and/or satellite holders may use the Lead Capture Technology, attendees can use their name badge like a business card with them to communicate their complete contact details. In this case you decide to whom you provide your data. Please note that offering your badge to be scanned at an exhibition stand and/or at the entrance to a satellite symposium implies your acceptance that the respective company receives your complete contact details from the organisers and may contact you, using the data.

EFIC has applied for Congress Funding via Fáilte Ireland's MICE Supports Fund

Fáilte Ireland's MICE Supports Fund is primarily intended to help increase the number of international delegates travelling into the Republic of Ireland specifically to attend a business event. As a result, support is only payable in respect of international delegate numbers. It is necessary, therefore, for Fáilte Ireland to spot check attendance by obtaining attendees contact details from the Grantee within 12 weeks of the event taking place in order to comply with our statutory functions under Section 8 of the National Tourism Development Authority Act, 2003. From a data protection standpoint, please note that due to the fact that Fáilte Ireland are providing state funding towards this event, Fáilte Ireland has a legal obligation to be satisfied (i.e. verify) that the event has taken place, which is why this Letter of Offer specifies that the Grantee must share the delegates' first name, surname, country of origin and email address with Fáilte Ireland for this purpose. In addition, Fáilte Ireland is an Official Authority under the National Tourism Development Authority Act, 2003 and Fáilte Ireland's statutory purpose is to promote and publicise Ireland for marketing purposes. Fáilte Ireland requires that EFIC / K.I.T. Group GmbH Association & Conference Management inform all intending delegates in advance that their verification of attendance will be shared with their Sponsors (i.e. Fáilte Ireland) Fáilte Ireland will retain the delegate's personal data for a maximum of 12 months or until the completion of the external audit relating to that year whichever is the later. Thereafter, the details will be destroyed in a secure manner. Fáilte Ireland and EFIC/ K.I.T. Group GmbH Association & Conference Management are Independent Data Controllers. At the point in time when Fáilte Ireland receives the agreed personal data, Fáilte Ireland becomes the Independent Data Controller.



In case of data protection inquiries please contact sam.kynman@efic.org

Consent for Presentations

All sessions will be recorded and made available on the congress platform and the EFIC Educational Platform after the Congress. For European data protection, this may only be done with the expressed permission of the presenters (contributions of Chairs and Moderators are exempt from this regulation). Therefore, a definite positive publishing consent is required for all separate contributions. We will ask you to make a consent statement on the upload platform (online and/or onsite), otherwise we will be forced to remove the affected part later from the session recording before the recording can be published.

The Website and Use

All content displayed on the Congress website is owned by EFIC unless explicitly stated otherwise. Reproduction of any content of the Congress website content in any other way requires prior permission from EFIC.

A virtual platform provider will be commissioned (name of company to follow soon) who will process personal data on behalf of EFIC for the purposes of providing the virtual platform. The data processed during registration will be shared with the company as the digital service provider for the execution of the virtual part of the Congress.

Cancellation of the Congress or changing the congress from hybrid to online, virtual event

In the event that the Congress cannot be held or is postponed or in case the congress will be only virtual without a physical in-person meeting, due to events beyond the control of EFIC or due to events which are not attributable to wrongful intent or gross negligence of EFIC, EFIC cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Under these circumstances, EFIC reserves the right to either retain the entire registration fee and to use it for a future Congress within a year after the cancelled Congress to which the attendee will have the right to attend free of additional charge, or to reimburse the attendee after deducting of the costs already incurred up to the date of cancellation for the organisation of the Congress and which could not be recovered from third parties.



Liability

EFIC shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of EFIC - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the Congress at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by EFIC.

External Links

Links to external and third-party sites are provided only for the convenience of those using the Congress website. EFIC and K.I.T. Group are not responsible for the content of such external sites and inclusion of links does not necessarily imply support or endorsement of the content, nor does it guarantee the accuracy of the content. Although regular efforts are made to keep links current, EFIC and K.I.T. Group cannot guarantee this will always be the case.

Viruses or other technical disruptions

All reasonable attempts are made to ensure that downloadable content is free from viruses. EFIC and K.I.T. Group cannot accept liability for damage resulting from virus infection contracted from this site. EFIC and K.I.T. Group cannot guarantee a disruption free use of the Congress website. Any claims for damages in this respect are excluded

Trademarks and Copyright

All trademarks on the Congress site remain the sole intellectual property of their respective owners and are used for identification purposes only.

Contents and compilations published on the Congress website by the providers are subject to the applicable copyright laws. Reproduction, editing, distribution as well as the use of any kind outside the scope of the copyright law require a prior written permission of the author or originator. Downloads and copies of this Congress website is permitted for private use only. The commercial use and/or reproductions of our contents without prior permission of the originator is/are prohibited. Copyright laws of third parties are respected as long as the contents on this Congress website do not originate from the provider. Contributions of third parties on the Congress website are indicated as such. However, if you notice any violations of copyright law, please inform us. Such contents will be removed immediately.



Fulfilment and Jurisdiction

These general terms and conditions are solely governed to the law of Belgium. In the event of any legal claims arising here from, the Belgian courts of Brussels shall be the sole courts of jurisdiction.

Severability Clause

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of these General Terms and Conditions remaining are not impaired. The ineffective or impracticable clause from the General Terms and Conditions will consequently be interpreted in good faith in order to be replaced by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.

As of February 2022

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